

**Steve Dann
Chief Operating Officer
Border Force**

I am writing as the Chief Operating Officer for Border Force. Thank you for taking the time to write to us regarding your recent travel experience through the UK border.

Border Force plays a vital role in maintaining the safety and security of the UK's border by ensuring that all passengers arriving through our ports are eligible for admission into the UK. Border Force works closely with travel industry partners and airlines to refine our staffing requirement to manage the flow of arriving passengers. Around 90 per cent of passengers process through the UK border in 30 minutes or less. However, there will be periods when large numbers of passengers arrive in a short space of time, especially during peak travel periods and times of pressure, resulting in a longer wait. That means, occasionally, passengers may face longer wait times to get through the UK border.

I can assure you that Border Force officers have no wish to intervene in anyone's journey more than is necessary to undertake their important duties and are expected to carry them out in a courteous and professional manner.

You may wish to be aware that the government has an ambitious plan to digitise the border so it can respond to passenger needs as well as UK national security priorities. It aims to achieve this by increasing the use of automation, by ensuring those who are currently eligible make use of eGates and by exploring options to increase the number of different groups that are eligible to enter the UK through eGates. This is in line with its approach to the future of the UK border set out in the New Plan for Immigration and UK Border Strategy.

I am very sorry if you have experienced a delay. Border Force will never compromise on security but are committed to ensuring that every passenger has the smoothest journey possible.

Kind regards



Steve Dann
Chief Operating Officer